

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group             | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - First Contact Resolution |         |        |           |
|------------------|----------------------------|-------------------------------------|--------------------------------------------------------------------------|---------|--------|-----------|
|                  |                            |                                     | High                                                                     | Low     | Medium | FCR Total |
| Tax Commission   | Application Services       | Danielle Hood                       | 0<br>0                                                                   | 3<br>0  | 0<br>0 | 3<br>0    |
|                  |                            | Dustin Crump                        | 0<br>0                                                                   | 1<br>0  | 1<br>0 | 2<br>0    |
|                  |                            | Martin Gonzalez                     | 0<br>0                                                                   | 4<br>4  | 0<br>0 | 4<br>4    |
|                  |                            | Tony Larsen                         | 0<br>0                                                                   | 4<br>0  | 0<br>0 | 4<br>0    |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                                   | 12<br>4 | 1<br>0 | 13<br>4   |
|                  | Application Support - CUBS | Bret Baker                          | 0<br>0                                                                   | 1<br>0  | 0<br>0 | 1<br>0    |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                                   | 1<br>0  | 0<br>0 | 1<br>0    |
|                  | Campus Networking          | Robert Ryan                         | 0<br>0                                                                   | 0<br>0  | 1<br>0 | 1<br>0    |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                                   | 0<br>0  | 1<br>0 | 1<br>0    |
|                  | Enterprise Security        | Jed Johnson                         | 0<br>0                                                                   | 3<br>0  | 0<br>0 | 3<br>0    |
|                  |                            | Sharon Smith                        | 0<br>0                                                                   | 4<br>0  | 0<br>0 | 4<br>0    |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                         |                                     | High | Low | Medium | FCR Total |
|----------------|-------------------------|-------------------------------------|------|-----|--------|-----------|
| Tax Commission | Enterprise Security     | <b>Assigned to Individual Total</b> | 0    | 7   | 0      | 7         |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                | Help Desk               | Brenda Treadway                     | 0    | 1   | 0      | 1         |
|                |                         |                                     | 0    | 1   | 0      | 1         |
|                |                         | Eileen Dubach                       | 0    | 1   | 0      | 1         |
|                |                         |                                     | 0    | 1   | 0      | 1         |
|                |                         | James Stearns                       | 0    | 1   | 0      | 1         |
|                |                         |                                     | 0    | 1   | 0      | 1         |
|                |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|                |                         |                                     | 0    | 3   | 0      | 3         |
|                | Metro B Desktop Support | Anthony Booyse                      | 0    | 6   | 0      | 6         |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                |                         | Austin Farey                        | 0    | 12  | 0      | 12        |
|                |                         |                                     | 0    | 1   | 0      | 1         |
|                |                         | Bill Crowther                       | 0    | 3   | 0      | 3         |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                |                         | Jay Locker                          | 0    | 4   | 0      | 4         |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                |                         | Mike Wilde                          | 0    | 4   | 0      | 4         |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                |                         | Peter Musser                        | 0    | 1   | 0      | 1         |
|                |                         |                                     | 0    | 1   | 0      | 1         |
|                |                         | Sean Chadbourne                     | 0    | 13  | 1      | 14        |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                |                         | Stephanie Young                     | 0    | 13  | 0      | 13        |
|                |                         |                                     | 0    | 0   | 0      | 0         |
|                |                         | Tyler Pearce                        | 0    | 7   | 0      | 7         |
|                |                         |                                     | 0    | 0   | 0      | 0         |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                                     | High | Low | Medium | FCR Total |
|----------------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Tax Commission | Metro B Desktop Support       | <b>Assigned to Individual Total</b> | 0    | 63  | 1      | 64        |
|                |                               |                                     | 0    | 2   | 0      | 2         |
|                | Metro B Help Desk             | Gavin Barney                        | 0    | 114 | 0      | 114       |
|                |                               |                                     | 0    | 113 | 0      | 113       |
|                |                               | Torri Randa                         | 1    | 170 | 0      | 171       |
|                |                               |                                     | 1    | 166 | 0      | 167       |
|                |                               | <b>Assigned to Individual Total</b> | 1    | 284 | 0      | 285       |
|                |                               |                                     | 1    | 279 | 0      | 280       |
|                | Metro B Hosting               | Greg Taylor                         | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Ken Bolkcom                         | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Metro C Desktop Support       | Ken Knobel                          | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Network Operations            | Brian Chatwin                       | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Dave Bodily                         | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Michael Ostrander                   | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 5   | 0      | 5         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Operations Production Control | Christie Burnham                    | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 1   | 0      | 1         |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                                     | High | Low | Medium | FCR Total |
|----------------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Tax Commission | Operations Production Control | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 1   | 0      | 1         |
|                | Rural Central Desktop Support | Paul Petersen                       | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Rural North Desktop Support   | Ryan Casey                          | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Rural South Desktop Support   | Lance Nay                           | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Strategic Communications      | Luis Larios                         | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Voice Operations              | Gail Christiansen                   | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Kelly Johnson                       | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Romanza Hamblin Sorensen            | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 2   | 0      | 2         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 5   | 0      | 5         |
|                |                               |                                     | 0    | 2   | 0      | 2         |
|                | Voice/Data/WAN Services       | Greg Blessing                       | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                         |                              | High   | Low        | Medium     | FCR Total  |
|----------------|-------------------------|------------------------------|--------|------------|------------|------------|
| Tax Commission | Voice/Data/WAN Services | Mark Thomas                  | 0<br>0 | 1<br>0     | 0<br>0     | 1<br>0     |
|                |                         | Mitch Hood                   | 0<br>0 | 1<br>0     | 0<br>0     | 1<br>0     |
|                |                         | Spencer Blodgett             | 0<br>0 | 1<br>0     | 0<br>0     | 1<br>0     |
|                |                         | T Artis                      | 0<br>0 | 1<br>0     | 0<br>0     | 1<br>0     |
|                |                         | Assigned to Individual Total | 0<br>0 | 6<br>0     | 0<br>0     | 6<br>0     |
|                | Assigned Group Total    |                              | 1<br>1 | 395<br>291 | 3<br>0     | 399<br>292 |
|                | Customer Company Total  |                              |        | 1<br>1     | 395<br>291 | 3<br>0     |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group             | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Initial Response |         |        |           |
|------------------|----------------------------|-------------------------------------|-------------------------------------------------------------------------|---------|--------|-----------|
|                  |                            |                                     | High                                                                    | Low     | Medium | MIR Total |
| Tax Commission   | Application Services       | Danielle Hood                       | 0<br>0                                                                  | 3<br>1  | 0<br>0 | 3<br>1    |
|                  |                            | Dustin Crump                        | 0<br>0                                                                  | 1<br>0  | 1<br>0 | 2<br>0    |
|                  |                            | Martin Gonzalez                     | 0<br>0                                                                  | 4<br>0  | 0<br>0 | 4<br>0    |
|                  |                            | Tony Larsen                         | 0<br>0                                                                  | 4<br>1  | 0<br>0 | 4<br>1    |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                                  | 12<br>2 | 1<br>0 | 13<br>2   |
|                  | Application Support - CUBS | Bret Baker                          | 0<br>0                                                                  | 1<br>1  | 0<br>0 | 1<br>1    |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                                  | 1<br>1  | 0<br>0 | 1<br>1    |
|                  | Campus Networking          | Robert Ryan                         | 0<br>0                                                                  | 0<br>0  | 1<br>1 | 1<br>1    |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                                  | 0<br>0  | 1<br>1 | 1<br>1    |
|                  | Enterprise Security        | Jed Johnson                         | 0<br>0                                                                  | 3<br>1  | 0<br>0 | 3<br>1    |
|                  |                            | Sharon Smith                        | 0<br>0                                                                  | 4<br>1  | 0<br>0 | 4<br>1    |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                         |                              | High | Low | Medium | MIR Total |
|----------------|-------------------------|------------------------------|------|-----|--------|-----------|
| Tax Commission | Enterprise Security     | Assigned to Individual Total | 0    | 7   | 0      | 7         |
|                |                         |                              | 0    | 2   | 0      | 2         |
|                | Help Desk               | Brenda Treadway              | 0    | 1   | 0      | 1         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Eileen Dubach                | 0    | 1   | 0      | 1         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | James Stearns                | 0    | 1   | 0      | 1         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Assigned to Individual Total | 0    | 3   | 0      | 3         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                | Metro B Desktop Support | Anthony Booyse               | 0    | 6   | 0      | 6         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Austin Farey                 | 0    | 12  | 0      | 12        |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Bill Crowther                | 0    | 3   | 0      | 3         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Jay Locker                   | 0    | 4   | 0      | 4         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Mike Wilde                   | 0    | 4   | 0      | 4         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Peter Musser                 | 0    | 1   | 0      | 1         |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Sean Chadbourne              | 0    | 13  | 1      | 14        |
|                |                         |                              | 0    | 1   | 0      | 1         |
|                |                         | Stephanie Young              | 0    | 13  | 0      | 13        |
|                |                         |                              | 0    | 0   | 0      | 0         |
|                |                         | Tyler Pearce                 | 0    | 7   | 0      | 7         |
|                |                         |                              | 0    | 0   | 0      | 0         |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                                     | High | Low | Medium | MIR Total |
|----------------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Tax Commission | Metro B Desktop Support       | <b>Assigned to Individual Total</b> | 0    | 63  | 1      | 64        |
|                |                               |                                     | 0    | 1   | 0      | 1         |
|                | Metro B Help Desk             | Gavin Barney                        | 0    | 114 | 0      | 114       |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Torri Randa                         | 1    | 170 | 0      | 171       |
|                |                               |                                     | 0    | 1   | 0      | 1         |
|                |                               | <b>Assigned to Individual Total</b> | 1    | 284 | 0      | 285       |
|                |                               |                                     | 0    | 1   | 0      | 1         |
|                | Metro B Hosting               | Greg Taylor                         | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Ken Bolkcom                         | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Metro C Desktop Support       | Ken Knobel                          | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                | Network Operations            | Brian Chatwin                       | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Dave Bodily                         | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |
|                |                               | Michael Ostrander                   | 0    | 2   | 0      | 2         |
|                |                               |                                     | 0    | 1   | 0      | 1         |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 5   | 0      | 5         |
|                |                               |                                     | 0    | 1   | 0      | 1         |
|                | Operations Production Control | Christie Burnham                    | 0    | 1   | 0      | 1         |
|                |                               |                                     | 0    | 0   | 0      | 0         |



# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                        | High | Low | Medium | MIR Total |
|----------------|-------------------------------|------------------------|------|-----|--------|-----------|
| Tax Commission | Operations Production Control | Assigned to Individual | 0    | 1   | 0      | 1         |
|                |                               | Total                  | 0    | 0   | 0      | 0         |
|                | Rural Central Desktop Support | Paul Petersen          | 0    | 1   | 0      | 1         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                |                               | Assigned to Individual | 0    | 1   | 0      | 1         |
|                |                               | Total                  | 0    | 0   | 0      | 0         |
|                | Rural North Desktop Support   | Ryan Casey             | 0    | 1   | 0      | 1         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                |                               | Assigned to Individual | 0    | 1   | 0      | 1         |
|                |                               | Total                  | 0    | 0   | 0      | 0         |
|                | Rural South Desktop Support   | Lance Nay              | 0    | 1   | 0      | 1         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                |                               | Assigned to Individual | 0    | 1   | 0      | 1         |
|                |                               | Total                  | 0    | 0   | 0      | 0         |
|                | Strategic Communications      | Luis Larios            | 0    | 2   | 0      | 2         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                |                               | Assigned to Individual | 0    | 2   | 0      | 2         |
|                |                               | Total                  | 0    | 0   | 0      | 0         |
|                | Voice Operations              | Gail Christiansen      | 0    | 2   | 0      | 2         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                |                               | Kelly Johnson          | 0    | 1   | 0      | 1         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                | Romanza Hamblin Sorensen      |                        | 0    | 2   | 0      | 2         |
|                |                               |                        | 0    | 0   | 0      | 0         |
|                |                               | Assigned to Individual | 0    | 5   | 0      | 5         |
|                |                               | Total                  | 0    | 0   | 0      | 0         |
|                | Voice/Data/WAN Services       | Greg Blessing          | 0    | 2   | 0      | 2         |
|                |                               |                        | 0    | 0   | 0      | 0         |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                              | High   | Low      | Medium | MIR Total |
|------------------------|-------------------------|------------------------------|--------|----------|--------|-----------|
| Tax Commission         | Voice/Data/WAN Services | Mark Thomas                  | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|                        |                         | Mitch Hood                   | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|                        |                         | Spencer Blodgett             | 0<br>0 | 1<br>1   | 0<br>0 | 1<br>1    |
|                        |                         | T Artis                      | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0    |
|                        |                         | Assigned to Individual Total | 0<br>0 | 6<br>1   | 0<br>0 | 6<br>1    |
|                        | Assigned Group Total    |                              | 1<br>0 | 395<br>9 | 3<br>1 | 399<br>10 |
| Customer Company Total |                         |                              | 1<br>0 | 395<br>9 | 3<br>1 | 399<br>10 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group             | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number -Average time in hours |            |           |             |
|------------------|----------------------------|-------------------------------------|----------------------------------------------------------------------|------------|-----------|-------------|
|                  |                            |                                     | High                                                                 | Low        | Medium    | ATTIR Total |
| Tax Commission   | Application Services       | Danielle Hood                       | 0<br>0.00                                                            | 3<br>0.47  | 0<br>0.00 | 3<br>0.47   |
|                  |                            | Dustin Crump                        | 0<br>0.00                                                            | 1<br>0.05  | 1<br>0.23 | 2<br>0.14   |
|                  |                            | Martin Gonzalez                     | 0<br>0.00                                                            | 4<br>0.48  | 0<br>0.00 | 4<br>0.48   |
|                  |                            | Tony Larsen                         | 0<br>0.00                                                            | 4<br>1.11  | 0<br>0.00 | 4<br>1.11   |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0.00                                                            | 12<br>0.65 | 1<br>0.23 | 13<br>0.62  |
|                  | Application Support - CUBS | Bret Baker                          | 0<br>0.00                                                            | 1<br>1.37  | 0<br>0.00 | 1<br>1.37   |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0.00                                                            | 1<br>1.37  | 0<br>0.00 | 1<br>1.37   |
|                  | Campus Networking          | Robert Ryan                         | 0<br>0.00                                                            | 0<br>0.00  | 1<br>1.19 | 1<br>1.19   |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0.00                                                            | 0<br>0.00  | 1<br>1.19 | 1<br>1.19   |
|                  | Enterprise Security        | Jed Johnson                         | 0<br>0.00                                                            | 3<br>2.74  | 0<br>0.00 | 3<br>2.74   |
|                  |                            | Sharon Smith                        | 0<br>0.00                                                            | 4<br>0.94  | 0<br>0.00 | 4<br>0.94   |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                         |                              | High      | Low        | Medium    | ATTIR Total |
|----------------|-------------------------|------------------------------|-----------|------------|-----------|-------------|
| Tax Commission | Enterprise Security     | Assigned to Individual Total | 0<br>0.00 | 7<br>1.71  | 0<br>0.00 | 7<br>1.71   |
|                | Help Desk               | Brenda Treadway              | 0<br>0.00 | 1<br>0.21  | 0<br>0.00 | 1<br>0.21   |
|                |                         | Eileen Dubach                | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                |                         | James Stearns                | 0<br>0.00 | 1<br>0.13  | 0<br>0.00 | 1<br>0.13   |
|                |                         | Assigned to Individual Total | 0<br>0.00 | 3<br>0.11  | 0<br>0.00 | 3<br>0.11   |
|                | Metro B Desktop Support | Anthony Booyse               | 0<br>0.00 | 6<br>0.11  | 0<br>0.00 | 6<br>0.11   |
|                |                         | Austin Farey                 | 0<br>0.00 | 12<br>0.13 | 0<br>0.00 | 12<br>0.13  |
|                |                         | Bill Crowther                | 0<br>0.00 | 3<br>0.11  | 0<br>0.00 | 3<br>0.11   |
|                |                         | Jay Locker                   | 0<br>0.00 | 4<br>0.11  | 0<br>0.00 | 4<br>0.11   |
|                |                         | Mike Wilde                   | 0<br>0.00 | 4<br>0.12  | 0<br>0.00 | 4<br>0.12   |
|                |                         | Peter Musser                 | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                |                         | Sean Chadbourne              | 0<br>0.00 | 13<br>0.25 | 1<br>0.06 | 14<br>0.23  |
|                |                         | Stephanie Young              | 0<br>0.00 | 13<br>0.15 | 0<br>0.00 | 13<br>0.15  |
|                |                         | Tyler Pearce                 | 0<br>0.00 | 7<br>0.18  | 0<br>0.00 | 7<br>0.18   |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                              | High      | Low         | Medium    | ATTIR Total |
|----------------|-------------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Tax Commission | Metro B Desktop Support       | Assigned to Individual Total | 0<br>0.00 | 63<br>0.16  | 1<br>0.06 | 64<br>0.16  |
|                | Metro B Help Desk             | Gavin Barney                 | 0<br>0.00 | 114<br>0.00 | 0<br>0.00 | 114<br>0.00 |
|                |                               | Torri Randa                  | 1<br>0.00 | 170<br>0.02 | 0<br>0.00 | 171<br>0.02 |
|                |                               | Assigned to Individual Total | 1<br>0.00 | 284<br>0.01 | 0<br>0.00 | 285<br>0.01 |
|                | Metro B Hosting               | Greg Taylor                  | 0<br>0.00 | 1<br>0.30   | 0<br>0.00 | 1<br>0.30   |
|                |                               | Ken Bolkcom                  | 0<br>0.00 | 1<br>0.09   | 0<br>0.00 | 1<br>0.09   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 2<br>0.19   | 0<br>0.00 | 2<br>0.19   |
|                | Metro C Desktop Support       | Ken Knobel                   | 0<br>0.00 | 1<br>0.04   | 0<br>0.00 | 1<br>0.04   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.04   | 0<br>0.00 | 1<br>0.04   |
|                | Network Operations            | Brian Chatwin                | 0<br>0.00 | 2<br>0.02   | 0<br>0.00 | 2<br>0.02   |
|                |                               | Dave Bodily                  | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|                |                               | Michael Ostrander            | 0<br>0.00 | 2<br>0.84   | 0<br>0.00 | 2<br>0.84   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 5<br>0.34   | 0<br>0.00 | 5<br>0.34   |
|                | Operations Production Control | Christie Burnham             | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                              | High      | Low       | Medium    | ATTIR Total |
|----------------|-------------------------------|------------------------------|-----------|-----------|-----------|-------------|
| Tax Commission | Operations Production Control | Assigned to Individual Total | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                | Rural Central Desktop Support | Paul Petersen                | 0<br>0.00 | 1<br>0.75 | 0<br>0.00 | 1<br>0.75   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.75 | 0<br>0.00 | 1<br>0.75   |
|                | Rural North Desktop Support   | Ryan Casey                   | 0<br>0.00 | 1<br>0.75 | 0<br>0.00 | 1<br>0.75   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.75 | 0<br>0.00 | 1<br>0.75   |
|                | Rural South Desktop Support   | Lance Nay                    | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.06 | 0<br>0.00 | 1<br>0.06   |
|                | Strategic Communications      | Luis Larios                  | 0<br>0.00 | 2<br>0.27 | 0<br>0.00 | 2<br>0.27   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 2<br>0.27 | 0<br>0.00 | 2<br>0.27   |
|                | Voice Operations              | Gail Christiansen            | 0<br>0.00 | 2<br>0.14 | 0<br>0.00 | 2<br>0.14   |
|                |                               | Kelly Johnson                | 0<br>0.00 | 1<br>0.32 | 0<br>0.00 | 1<br>0.32   |
|                |                               | Romanza Hamblin Sorensen     | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 5<br>0.19 | 0<br>0.00 | 5<br>0.19   |
|                | Voice/Data/WAN Services       | Greg Blessing                | 0<br>0.00 | 2<br>0.47 | 0<br>0.00 | 2<br>0.47   |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                              | High      | Low         | Medium    | ATTIR Total |
|------------------------|-------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Tax Commission         | Voice/Data/WAN Services | Mark Thomas                  | 0<br>0.00 | 1<br>0.18   | 0<br>0.00 | 1<br>0.18   |
|                        |                         | Mitch Hood                   | 0<br>0.00 | 1<br>0.02   | 0<br>0.00 | 1<br>0.02   |
|                        |                         | Spencer Blodgett             | 0<br>0.00 | 1<br>3.35   | 0<br>0.00 | 1<br>3.35   |
|                        |                         | T Artis                      | 0<br>0.00 | 1<br>0.12   | 0<br>0.00 | 1<br>0.12   |
|                        |                         | Assigned to Individual Total | 0<br>0.00 | 6<br>0.77   | 0<br>0.00 | 6<br>0.77   |
|                        | Assigned Group Total    |                              | 1<br>0.00 | 395<br>0.11 | 3<br>0.49 | 399<br>0.11 |
| Customer Company Total |                         |                              | 1<br>0.00 | 395<br>0.11 | 3<br>0.49 | 399<br>0.11 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group             | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Resolution |         |        |          |
|------------------|----------------------------|-------------------------------------|-------------------------------------------------------------------|---------|--------|----------|
|                  |                            |                                     | High                                                              | Low     | Medium | MR Total |
| Tax Commission   | Application Services       | Danielle Hood                       | 0<br>0                                                            | 3<br>1  | 0<br>0 | 3<br>1   |
|                  |                            | Dustin Crump                        | 0<br>0                                                            | 1<br>0  | 1<br>0 | 2<br>0   |
|                  |                            | Martin Gonzalez                     | 0<br>0                                                            | 4<br>1  | 0<br>0 | 4<br>1   |
|                  |                            | Tony Larsen                         | 0<br>0                                                            | 4<br>1  | 0<br>0 | 4<br>1   |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                            | 12<br>3 | 1<br>0 | 13<br>3  |
|                  | Application Support - CUBS | Bret Baker                          | 0<br>0                                                            | 1<br>0  | 0<br>0 | 1<br>0   |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                            | 1<br>0  | 0<br>0 | 1<br>0   |
|                  | Campus Networking          | Robert Ryan                         | 0<br>0                                                            | 0<br>0  | 1<br>0 | 1<br>0   |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0                                                            | 0<br>0  | 1<br>0 | 1<br>0   |
|                  | Enterprise Security        | Jed Johnson                         | 0<br>0                                                            | 3<br>1  | 0<br>0 | 3<br>1   |
|                  |                            | Sharon Smith                        | 0<br>0                                                            | 4<br>0  | 0<br>0 | 4<br>0   |



# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                         |                                     | High | Low | Medium | MR Total |
|----------------|-------------------------|-------------------------------------|------|-----|--------|----------|
| Tax Commission | Enterprise Security     | <b>Assigned to Individual Total</b> | 0    | 7   | 0      | 7        |
|                |                         |                                     | 0    | 1   | 0      | 1        |
|                | Help Desk               | Brenda Treadway                     | 0    | 1   | 0      | 1        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | Eileen Dubach                       | 0    | 1   | 0      | 1        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | James Stearns                       | 0    | 1   | 0      | 1        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                | Metro B Desktop Support | Anthony Booyse                      | 0    | 6   | 0      | 6        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | Austin Farey                        | 0    | 12  | 0      | 12       |
|                |                         |                                     | 0    | 1   | 0      | 1        |
|                |                         | Bill Crowther                       | 0    | 3   | 0      | 3        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | Jay Locker                          | 0    | 4   | 0      | 4        |
|                |                         |                                     | 0    | 1   | 0      | 1        |
|                |                         | Mike Wilde                          | 0    | 4   | 0      | 4        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | Peter Musser                        | 0    | 1   | 0      | 1        |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | Sean Chadbourne                     | 0    | 13  | 1      | 14       |
|                |                         |                                     | 0    | 1   | 0      | 1        |
|                |                         | Stephanie Young                     | 0    | 13  | 0      | 13       |
|                |                         |                                     | 0    | 0   | 0      | 0        |
|                |                         | Tyler Pearce                        | 0    | 7   | 0      | 7        |
|                |                         |                                     | 0    | 0   | 0      | 0        |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                                     | High | Low | Medium | MR Total |
|----------------|-------------------------------|-------------------------------------|------|-----|--------|----------|
| Tax Commission | Metro B Desktop Support       | <b>Assigned to Individual Total</b> | 0    | 63  | 1      | 64       |
|                |                               |                                     | 0    | 3   | 0      | 3        |
|                | Metro B Help Desk             | Gavin Barney                        | 0    | 114 | 0      | 114      |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | Torri Randa                         | 1    | 170 | 0      | 171      |
|                |                               |                                     | 0    | 1   | 0      | 1        |
|                |                               | <b>Assigned to Individual Total</b> | 1    | 284 | 0      | 285      |
|                |                               |                                     | 0    | 1   | 0      | 1        |
|                | Metro B Hosting               | Greg Taylor                         | 0    | 1   | 0      | 1        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | Ken Bolkcom                         | 0    | 1   | 0      | 1        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                | Metro C Desktop Support       | Ken Knobel                          | 0    | 1   | 0      | 1        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                | Network Operations            | Brian Chatwin                       | 0    | 2   | 0      | 2        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | Dave Bodily                         | 0    | 1   | 0      | 1        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | Michael Ostrander                   | 0    | 2   | 0      | 2        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                |                               | <b>Assigned to Individual Total</b> | 0    | 5   | 0      | 5        |
|                |                               |                                     | 0    | 0   | 0      | 0        |
|                | Operations Production Control | Christie Burnham                    | 0    | 1   | 0      | 1        |
|                |                               |                                     | 0    | 0   | 0      | 0        |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                        | High | Low | Medium | MR Total |
|----------------|-------------------------------|------------------------|------|-----|--------|----------|
| Tax Commission | Operations Production Control | Assigned to Individual | 0    | 1   | 0      | 1        |
|                |                               | Total                  | 0    | 0   | 0      | 0        |
|                | Rural Central Desktop Support | Paul Petersen          | 0    | 1   | 0      | 1        |
|                |                               |                        | 0    | 0   | 0      | 0        |
|                |                               | Assigned to Individual | 0    | 1   | 0      | 1        |
|                |                               | Total                  | 0    | 0   | 0      | 0        |
|                | Rural North Desktop Support   | Ryan Casey             | 0    | 1   | 0      | 1        |
|                |                               |                        | 0    | 0   | 0      | 0        |
|                |                               | Assigned to Individual | 0    | 1   | 0      | 1        |
|                |                               | Total                  | 0    | 0   | 0      | 0        |
|                | Rural South Desktop Support   | Lance Nay              | 0    | 1   | 0      | 1        |
|                |                               |                        | 0    | 0   | 0      | 0        |
|                |                               | Assigned to Individual | 0    | 1   | 0      | 1        |
|                |                               | Total                  | 0    | 0   | 0      | 0        |
|                | Strategic Communications      | Luis Larios            | 0    | 2   | 0      | 2        |
|                |                               |                        | 0    | 2   | 0      | 2        |
|                |                               | Assigned to Individual | 0    | 2   | 0      | 2        |
|                |                               | Total                  | 0    | 2   | 0      | 2        |
|                | Voice Operations              | Gail Christiansen      | 0    | 2   | 0      | 2        |
|                |                               |                        | 0    | 0   | 0      | 0        |
|                |                               | Kelly Johnson          | 0    | 1   | 0      | 1        |
|                |                               |                        | 0    | 0   | 0      | 0        |
|                | Romanza Hamblin Sorensen      |                        | 0    | 2   | 0      | 2        |
|                |                               |                        | 0    | 0   | 0      | 0        |
|                |                               | Assigned to Individual | 0    | 5   | 0      | 5        |
|                |                               | Total                  | 0    | 0   | 0      | 0        |
|                | Voice/Data/WAN Services       | Greg Blessing          | 0    | 2   | 0      | 2        |
|                |                               |                        | 0    | 0   | 0      | 0        |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                              | High   | Low       | Medium | MR Total  |
|------------------------|-------------------------|------------------------------|--------|-----------|--------|-----------|
| Tax Commission         | Voice/Data/WAN Services | Mark Thomas                  | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|                        |                         | Mitch Hood                   | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|                        |                         | Spencer Blodgett             | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|                        |                         | T Artis                      | 0<br>0 | 1<br>0    | 0<br>0 | 1<br>0    |
|                        |                         | Assigned to Individual Total | 0<br>0 | 6<br>0    | 0<br>0 | 6<br>0    |
|                        | Assigned Group Total    |                              | 1<br>0 | 395<br>10 | 3<br>0 | 399<br>10 |
| Customer Company Total |                         |                              | 1<br>0 | 395<br>10 | 3<br>0 | 399<br>10 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group             | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Average time in hours |            |           |            |
|------------------|----------------------------|-------------------------------------|-----------------------------------------------------------------------|------------|-----------|------------|
|                  |                            |                                     | High                                                                  | Low        | Medium    | ATTR Total |
| Tax Commission   | Application Services       | Danielle Hood                       | 0<br>0.00                                                             | 3<br>4.73  | 0<br>0.00 | 3<br>4.73  |
|                  |                            | Dustin Crump                        | 0<br>0.00                                                             | 1<br>3.46  | 1<br>0.23 | 2<br>1.85  |
|                  |                            | Martin Gonzalez                     | 0<br>0.00                                                             | 4<br>8.44  | 0<br>0.00 | 4<br>8.44  |
|                  |                            | Tony Larsen                         | 0<br>0.00                                                             | 4<br>7.48  | 0<br>0.00 | 4<br>7.48  |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0.00                                                             | 12<br>6.78 | 1<br>0.23 | 13<br>6.27 |
|                  | Application Support - CUBS | Bret Baker                          | 0<br>0.00                                                             | 1<br>1.37  | 0<br>0.00 | 1<br>1.37  |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0.00                                                             | 1<br>1.37  | 0<br>0.00 | 1<br>1.37  |
|                  | Campus Networking          | Robert Ryan                         | 0<br>0.00                                                             | 0<br>0.00  | 1<br>1.32 | 1<br>1.32  |
|                  |                            | <b>Assigned to Individual Total</b> | 0<br>0.00                                                             | 0<br>0.00  | 1<br>1.32 | 1<br>1.32  |
|                  | Enterprise Security        | Jed Johnson                         | 0<br>0.00                                                             | 3<br>3.74  | 0<br>0.00 | 3<br>3.74  |
|                  |                            | Sharon Smith                        | 0<br>0.00                                                             | 4<br>1.39  | 0<br>0.00 | 4<br>1.39  |

# Enterprise Incident Report September 2012

As of 10/1/2012

**Tax Commission**

|                |                         |                                     | High      | Low        | Medium    | ATTR Total |
|----------------|-------------------------|-------------------------------------|-----------|------------|-----------|------------|
| Tax Commission | Enterprise Security     | <b>Assigned to Individual Total</b> | 0<br>0.00 | 7<br>2.40  | 0<br>0.00 | 7<br>2.40  |
|                | Help Desk               | Brenda Treadway                     | 0<br>0.00 | 1<br>0.21  | 0<br>0.00 | 1<br>0.21  |
|                |                         | Eileen Dubach                       | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00  |
|                |                         | James Stearns                       | 0<br>0.00 | 1<br>0.13  | 0<br>0.00 | 1<br>0.13  |
|                |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.11  | 0<br>0.00 | 3<br>0.11  |
|                | Metro B Desktop Support | Anthony Booyse                      | 0<br>0.00 | 6<br>0.50  | 0<br>0.00 | 6<br>0.50  |
|                |                         | Austin Farey                        | 0<br>0.00 | 12<br>1.41 | 0<br>0.00 | 12<br>1.41 |
|                |                         | Bill Crowther                       | 0<br>0.00 | 3<br>1.31  | 0<br>0.00 | 3<br>1.31  |
|                |                         | Jay Locker                          | 0<br>0.00 | 4<br>3.67  | 0<br>0.00 | 4<br>3.67  |
|                |                         | Mike Wilde                          | 0<br>0.00 | 4<br>0.75  | 0<br>0.00 | 4<br>0.75  |
|                |                         | Peter Musser                        | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00  |
|                |                         | Sean Chadbourne                     | 0<br>0.00 | 13<br>2.50 | 1<br>0.06 | 14<br>2.30 |
|                |                         | Stephanie Young                     | 0<br>0.00 | 13<br>0.42 | 0<br>0.00 | 13<br>0.42 |
|                |                         | Tyler Pearce                        | 0<br>0.00 | 7<br>0.94  | 0<br>0.00 | 7<br>0.94  |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                              | High      | Low         | Medium    | ATTR Total  |
|----------------|-------------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Tax Commission | Metro B Desktop Support       | Assigned to Individual Total | 0<br>0.00 | 63<br>1.32  | 1<br>0.06 | 64<br>1.30  |
|                | Metro B Help Desk             | Gavin Barney                 | 0<br>0.00 | 114<br>0.00 | 0<br>0.00 | 114<br>0.00 |
|                |                               | Torri Randa                  | 1<br>0.00 | 170<br>0.05 | 0<br>0.00 | 171<br>0.05 |
|                |                               | Assigned to Individual Total | 1<br>0.00 | 284<br>0.03 | 0<br>0.00 | 285<br>0.03 |
|                | Metro B Hosting               | Greg Taylor                  | 0<br>0.00 | 1<br>0.30   | 0<br>0.00 | 1<br>0.30   |
|                |                               | Ken Bolkcom                  | 0<br>0.00 | 1<br>0.63   | 0<br>0.00 | 1<br>0.63   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 2<br>0.46   | 0<br>0.00 | 2<br>0.46   |
|                | Metro C Desktop Support       | Ken Knobel                   | 0<br>0.00 | 1<br>0.04   | 0<br>0.00 | 1<br>0.04   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.04   | 0<br>0.00 | 1<br>0.04   |
|                | Network Operations            | Brian Chatwin                | 0<br>0.00 | 2<br>0.02   | 0<br>0.00 | 2<br>0.02   |
|                |                               | Dave Bodily                  | 0<br>0.00 | 1<br>4.80   | 0<br>0.00 | 1<br>4.80   |
|                |                               | Michael Ostrander            | 0<br>0.00 | 2<br>1.95   | 0<br>0.00 | 2<br>1.95   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 5<br>1.75   | 0<br>0.00 | 5<br>1.75   |
|                | Operations Production Control | Christie Burnham             | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                |                               |                              | High      | Low         | Medium    | ATTR Total  |
|----------------|-------------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Tax Commission | Operations Production Control | Assigned to Individual Total | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|                | Rural Central Desktop Support | Paul Petersen                | 0<br>0.00 | 1<br>0.75   | 0<br>0.00 | 1<br>0.75   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.75   | 0<br>0.00 | 1<br>0.75   |
|                | Rural North Desktop Support   | Ryan Casey                   | 0<br>0.00 | 1<br>0.75   | 0<br>0.00 | 1<br>0.75   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.75   | 0<br>0.00 | 1<br>0.75   |
|                | Rural South Desktop Support   | Lance Nay                    | 0<br>0.00 | 1<br>0.06   | 0<br>0.00 | 1<br>0.06   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 1<br>0.06   | 0<br>0.00 | 1<br>0.06   |
|                | Strategic Communications      | Luis Larios                  | 0<br>0.00 | 2<br>127.34 | 0<br>0.00 | 2<br>127.34 |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 2<br>127.34 | 0<br>0.00 | 2<br>127.34 |
|                | Voice Operations              | Gail Christiansen            | 0<br>0.00 | 2<br>0.14   | 0<br>0.00 | 2<br>0.14   |
|                |                               | Kelly Johnson                | 0<br>0.00 | 1<br>0.50   | 0<br>0.00 | 1<br>0.50   |
|                |                               | Romanza Hamblin Sorensen     | 0<br>0.00 | 2<br>0.67   | 0<br>0.00 | 2<br>0.67   |
|                |                               | Assigned to Individual Total | 0<br>0.00 | 5<br>0.42   | 0<br>0.00 | 5<br>0.42   |
|                | Voice/Data/WAN Services       | Greg Blessing                | 0<br>0.00 | 2<br>1.04   | 0<br>0.00 | 2<br>1.04   |



# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                              | High      | Low         | Medium    | ATTR Total  |
|------------------------|-------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Tax Commission         | Voice/Data/WAN Services | Mark Thomas                  | 0<br>0.00 | 1<br>1.46   | 0<br>0.00 | 1<br>1.46   |
|                        |                         | Mitch Hood                   | 0<br>0.00 | 1<br>0.13   | 0<br>0.00 | 1<br>0.13   |
|                        |                         | Spencer Blodgett             | 0<br>0.00 | 1<br>3.35   | 0<br>0.00 | 1<br>3.35   |
|                        |                         | T Artis                      | 0<br>0.00 | 1<br>0.26   | 0<br>0.00 | 1<br>0.26   |
|                        |                         | Assigned to Individual Total | 0<br>0.00 | 6<br>1.21   | 0<br>0.00 | 6<br>1.21   |
|                        | Assigned Group Total    |                              | 1<br>0.00 | 395<br>1.18 | 3<br>0.53 | 399<br>1.18 |
| Customer Company Total |                         |                              | 1<br>0.00 | 395<br>1.18 | 3<br>0.53 | 399<br>1.18 |

## Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

## Detail

|                        |                             |                            |                |                                  |          |                 |        |
|------------------------|-----------------------------|----------------------------|----------------|----------------------------------|----------|-----------------|--------|
| <b>INC000000559315</b> | Lonnie Holt                 | Print/Copy/Scan/Fax        | Incident       | None                             |          | TIR Missed: No  | 0.17   |
|                        | Strategic Communications    | Luis Larios                | Tax Commission | Low                              | Resolved | TTR Missed: Yes | 188.82 |
| <b>INC000000559357</b> | Jennifer Elliott            | EIS Hardware               | None           | None                             |          | TIR Missed: No  | 0.37   |
|                        | Strategic Communications    | Luis Larios                | Tax Commission | Low                              | Resolved | TTR Missed: Yes | 65.87  |
| <b>INC000000563753</b> | Sharon Smith                | Print/Copy/Scan/Fax        | Incident       | None                             |          | TIR Missed: No  | 0.08   |
|                        | Metro B Desktop Support     | Stephanie Young            | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.08   |
| <b>INC000000565394</b> | William Kowalowski          | PC/Laptop                  | Performance    | Novell GroupWise                 |          | TIR Missed: Yes | 2.98   |
|                        | Application Services        | Tony Larsen                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 3.20   |
| <b>INC000000568302</b> | MV Ogden                    | Application                | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.14   |
|                        | Application Services        | Tony Larsen                | Tax Commission | Low                              | Closed   | TTR Missed: Yes | 24.88  |
| <b>INC000000569481</b> | Courtnee Earl               | None                       | None           | None                             |          | TIR Missed: No  | 0.00   |
|                        | Metro B Desktop Support     | Austin Farey               | Tax Commission | Low                              | Closed   | TTR Missed: No  |        |
| <b>INC000000571111</b> | Eric White                  | Application                | Error          | Microsoft Windows 7              |          | TIR Missed: No  | 0.39   |
|                        | Metro B Desktop Support     | Stephanie Young            | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.39   |
| <b>INC000000571642</b> | MV Logan                    | Network                    | Error          | None                             |          | TIR Missed: No  | 0.00   |
|                        | Network Operations          | Brian Chatwin              | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000571905</b> | MV Davis County IM          | Static Print/Copy/Scan/Fax | Paper Jam      | None                             |          | TIR Missed: No  | 0.75   |
|                        | Rural North Desktop Support | Ryan Casey                 | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.75   |
| <b>INC000000572239</b> | MV Fillmore                 | Network                    | Performance    | None                             |          | TIR Missed: No  | 0.00   |
|                        | Network Operations          | Dave Bodily                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 4.80   |
| <b>INC000000572258</b> | Kyle Boyer                  | PC/Laptop                  | Error          | None                             |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk           | Torri Randa                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000572261</b> | Pamela Pendleton            | Network                    | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk           | Torri Randa                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000572273</b> | Mark Kaleta                 | Network                    | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk           | Torri Randa                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000572291</b> | Alisha Jerauld              | PC/Laptop                  | Password       | PGP                              |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk           | Torri Randa                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000572293</b> | Elaine Valdez               | Application                | Password       | GenTax                           |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk           | Torri Randa                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000572304</b> | Holly Clark                 | Print/Copy/Scan/Fax        | Incident       | None                             |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk           | Torri Randa                | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00   |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                             |                     |                |                                   |        |                |      |
|------------------------|-----------------------------|---------------------|----------------|-----------------------------------|--------|----------------|------|
| <b>INC000000572328</b> | Elizabeth Benadik           | PC/Laptop           | Error          | None                              |        | TIR Missed: No | 0.26 |
|                        | Metro B Desktop Support     | Sean Chadbourne     | Tax Commission | Low                               | Closed | TTR Missed: No | 0.95 |
| <b>INC000000572335</b> | MV Cedar City               | PC/Laptop           | Error          | None                              |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572337</b> | MV South Valley             | PC/Laptop           | Hardware       | None                              |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572352</b> | Carrie Luna                 | Network             | Password       | Novell Client for 32-bit Windows  |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572372</b> | Aaron Cook                  | Application         | Password       | State Payroll Time Entry System   |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572373</b> | Chante Hammond              | None                | None           | None                              |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572374</b> | Jill Petrie                 | PC/Laptop           | Error          | GenTax                            |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572399</b> | Pauline Fisher              | Print/Copy/Scan/Fax | Incident       | None                              |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572412</b> | MV Richfield                | Print/Copy/Scan/Fax | Paper Jam      | None                              |        | TIR Missed: No | 0.06 |
|                        | Rural South Desktop Support | Lance Nay           | Tax Commission | Low                               | Closed | TTR Missed: No | 0.06 |
| <b>INC000000572492</b> | Ruth Ann Jefferies          | Application         | Error          | Internet Explorer                 |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.01 |
| <b>INC000000572500</b> | MV Fillmore                 | Network             | Performance    | None                              |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572512</b> | Dwight Rimmasch             | Application         | Error          | Adobe Flash                       |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572532</b> | Stan Allen                  | Application         | Error          | Novell GroupWise                  |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572566</b> | Marc Johnson                | Application         | Error          | ZENworks for Desktops             |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572593</b> | Doral Vance                 | PC/Laptop           | Error          | Microsoft Windows XP Professional |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572623</b> | Barry Conover               | PC/Laptop           | Error          | Action Request System             |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Torri Randa         | Tax Commission | High                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000572627</b> | Gerrie Bradbury             | Print/Copy/Scan/Fax | Incident       | None                              |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk           | Gavin Barney        | Tax Commission | Low                               | Closed | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                |        |                 |      |
|------------------------|-------------------------|---------------------|----------------|--------------------------------|--------|-----------------|------|
| <b>INC000000572651</b> | Jeff Christensen        | Application         | Error          | Internet Explorer              |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572654</b> | Gerrie Bradbury         | Application         | Error          | None                           |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572681</b> | MV Salt Lake City       | Network             | Performance    | None                           |        | TIR Missed: Yes | 1.56 |
|                        | Network Operations      | Michael Ostrander   | Tax Commission | Low                            | Closed | TTR Missed: No  | 2.53 |
| <b>INC000000572684</b> | Allied Bates            | PC/Laptop           | Performance    | Novell GroupWise               |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572687</b> | MV Richfield            | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572697</b> | Donna Smith             | Application         | Error          | None                           |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572698</b> | Stephanie Yi-fang Liu   | Application         | Error          | None                           |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572721</b> | Stephanie Yi-fang Liu   | PC/Laptop           | Error          | Microsoft Windows 7            |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572755</b> | Christa Johnson         | Application         | Error          | Symantec AntiVirus             |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572758</b> | Dolores Furniss         | Mobile Devices      | Error          | None                           |        | TIR Missed: No  | 0.05 |
|                        | Application Services    | Dustin Crump        | Tax Commission | Low                            | Closed | TTR Missed: No  | 3.46 |
| <b>INC000000572764</b> | Dolores Furniss         | Telecom             | None           | Telephone                      |        | TIR Missed: Yes | 3.35 |
|                        | Voice/Data/WAN Services | Spencer Blodgett    | Tax Commission | Low                            | Closed | TTR Missed: No  | 3.35 |
| <b>INC000000572766</b> | Donna Smith             | PC/Laptop           | Error          | GenTax                         |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572861</b> | MV South Valley         | PC/Laptop           | Error          | Acrobat Reader                 |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572876</b> | MV Ogden                | Print/Copy/Scan/Fax | Incident       | None                           |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000572884</b> | Deon Loynd              | PC/Laptop           | Hardware       | None                           |        | TIR Missed: No  | 0.29 |
|                        | Metro B Desktop Support | Austin Farey        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.29 |
| <b>INC000000572897</b> | Sammy Batarseh          | Application         | Error          | Microsoft Windows 7            |        | TIR Missed: No  | 0.13 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.13 |
| <b>INC000000572924</b> | MV Richfield            | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio |        | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                            | Closed | TTR Missed: No  | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                                           |                                     |                               |                                         |                                  |              |
|------------------------|-------------------------------------------|-------------------------------------|-------------------------------|-----------------------------------------|----------------------------------|--------------|
| <b>INC000000572951</b> | MV Provo<br>Metro B Help Desk             | Print/Copy/Scan/Fax<br>Gavin Barney | Incident<br>Tax Commission    | Microsoft Windows XP Professic<br>Low   | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000572962</b> | Dee Talbot<br>Metro B Help Desk           | Application<br>Gavin Barney         | Error<br>Tax Commission       | Internet Explorer<br>Low                | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000572964</b> | MV Monticello<br>Metro B Help Desk        | PC/Laptop<br>Gavin Barney           | Hardware<br>Tax Commission    | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573025</b> | Karen Waller<br>Metro B Help Desk         | Network<br>Torri Randa              | Password<br>Tax Commission    | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573043</b> | Alisha Jerauld<br>Metro B Help Desk       | Network<br>Torri Randa              | Password<br>Tax Commission    | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573044</b> | Cindy M Clark<br>Metro B Help Desk        | PC/Laptop<br>Torri Randa            | Performance<br>Tax Commission | Adobe Flash<br>Low                      | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573047</b> | Scott W Smith<br>Metro B Desktop Support  | PC/Laptop<br>Anthony Booyse         | Error<br>Tax Commission       | Ipads<br>Low                            | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573051</b> | Jeanette Sever<br>Metro B Help Desk       | PC/Laptop<br>Torri Randa            | Performance<br>Tax Commission | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573063</b> | Shelley Eastmond<br>Metro B Help Desk     | Application<br>Torri Randa          | None<br>Tax Commission        | Novell GroupWise<br>Low                 | TIR Missed: No<br>TTR Missed: No | 0.07<br>0.54 |
| <b>INC000000573071</b> | Emily Koch<br>Metro B Help Desk           | Network<br>Torri Randa              | Password<br>Tax Commission    | Novell Client for 32-bit Windows<br>Low | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573078</b> | Salina Murphy<br>Metro B Help Desk        | Application<br>Torri Randa          | Password<br>Tax Commission    | GenTax<br>Low                           | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573081</b> | Jason Bernards<br>Metro B Help Desk       | Application<br>Torri Randa          | Password<br>Tax Commission    | GenTax<br>Low                           | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573202</b> | Caralyn Streed<br>Metro B Desktop Support | None<br>Austin Farey                | None<br>Tax Commission        | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.15<br>0.15 |
| <b>INC000000573355</b> | Gene Petrie<br>Metro B Help Desk          | Application<br>Gavin Barney         | Error<br>Tax Commission       | Microsoft Access 2007<br>Low            | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573357</b> | Jim McNair<br>Metro B Help Desk           | Application<br>Gavin Barney         | Error<br>Tax Commission       | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573361</b> | MV Tooele<br>Metro B Help Desk            | Print/Copy/Scan/Fax<br>Gavin Barney | Incident<br>Tax Commission    | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |
| <b>INC000000573412</b> | Brian L Stone<br>Metro B Help Desk        | Application<br>Gavin Barney         | Error<br>Tax Commission       | None<br>Low                             | TIR Missed: No<br>TTR Missed: No | 0.00<br>0.00 |

## Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                |                |      |
|------------------------|-------------------------|---------------------|----------------|--------------------------------|----------------|------|
| <b>INC000000573432</b> | Elaine Valdez           | PC/Laptop           | Error          | Internet Explorer              | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573497</b> | Jan Marshall            | Application         | Error          | Symantec AntiVirus             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573560</b> | MV Salt Lake City       | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573586</b> | Stephanie Yi-fang Liu   | Application         | Error          | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573611</b> | Laura Atwood            | Print/Copy/Scan/Fax | Incident       | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573649</b> | Jennifer Stanger        | Application         | Error          | Symantec AntiVirus             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573658</b> | Jennifer Stanger        | Application         | Error          | Symantec AntiVirus             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573746</b> | Holly Ward              | PC/Laptop           | Hardware       | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000573784</b> | Ray Paulsen             | PC/Laptop           | Error          | PGP                            | TIR Missed: No | 0.09 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low Closed                     | TTR Missed: No | 2.54 |
| <b>INC000000573894</b> | Chad Hendrickson        | PC/Laptop           | Error          | GenTax                         | TIR Missed: No | 0.66 |
|                        | Enterprise Security     | Jed Johnson         | Tax Commission | Low Closed                     | TTR Missed: No | 0.79 |
| <b>INC000000573968</b> | Vinh Vu                 | Server              | Performance    | Active Directory               | TIR Missed: No | 0.06 |
|                        | Enterprise Security     | Jed Johnson         | Tax Commission | Low Closed                     | TTR Missed: No | 1.23 |
| <b>INC000000574005</b> | Jennifer Stanger        | None                | None           | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000574035</b> | MV Green River          | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000574140</b> | Terri Chidester         | Application         | Error          | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000574175</b> | Marc Johnson            | Application         | Error          | ZENworks for Desktops          | TIR Missed: No | 0.43 |
|                        | Metro B Desktop Support | Austin Farey        | Tax Commission | Low Closed                     | TTR Missed: No | 0.43 |
| <b>INC000000574183</b> | Tom Arnold              | Telecom             | None           | Telephone                      | TIR Missed: No | 0.32 |
|                        | Voice Operations        | Kelly Johnson       | Tax Commission | Low Closed                     | TTR Missed: No | 0.50 |
| <b>INC000000574216</b> | Blake Frese             | PC/Laptop           | Performance    | Microsoft Visio Standard 2003  | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |          |                 |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------|-----------------|------|
| <b>INC000000574286</b> | Curtis Stoddard         | None                | None           | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Desktop Support | Austin Farey        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574409</b> | Craig Jolley            | Application         | Password       | Proofpoint Email Security        |          | TIR Missed: No  | 0.15 |
|                        | Application Services    | Martin Gonzalez     | Tax Commission | Low                              | Closed   | TTR Missed: No  | 1.13 |
| <b>INC000000574499</b> | Jenny Johnson           | Print/Copy/Scan/Fax | Paper Jam      | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574500</b> | Carrie Luna             | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574567</b> | Monika Wheaton          | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574611</b> | Craig Newton            | Application         | Error          | Microsoft Excel                  |          | TIR Missed: No  | 0.09 |
|                        | Metro B Hosting         | Ken Bolkcom         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.63 |
| <b>INC000000574619</b> | Courtnee Earl           | PC/Laptop           | Hardware       | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574640</b> | Kay Martinez            | Network             | Password       | Novell eDirectory                |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574741</b> | Mayank Agrawal          | Mobile Devices      | Error          | Novell GroupWise                 |          | TIR Missed: Yes | 1.26 |
|                        | Application Services    | Danielle Hood       | Tax Commission | Low                              | Closed   | TTR Missed: No  | 3.53 |
| <b>INC000000574769</b> | Ayat Idris              | PC/Laptop           | Virus          | Symantec AntiVirus               |          | TIR Missed: No  | 0.31 |
|                        | Metro B Desktop Support | Anthony Booyse      | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.32 |
| <b>INC000000574783</b> | MV Ogden                | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio   |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574839</b> | Becky McKenzie          | Application         | Password       | GenTax                           |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574849</b> | MV Castle Dale          | PC/Laptop           | Hardware       | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000574896</b> | Katie Lamb              | Print/Copy/Scan/Fax | Incident       | None                             |          | TIR Missed: No  | 0.46 |
|                        | Metro B Desktop Support | Austin Farey        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.46 |
| <b>INC000000574921</b> | D'Arcy Dixon            | Application         | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.06 |
|                        | Application Services    | Danielle Hood       | Tax Commission | Low                              | Closed   | TTR Missed: Yes | 9.06 |
| <b>INC000000575175</b> | Adam Smith              | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000575183</b> | Sharon Helf             | Application         | Password       | GenTax                           |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                            |                     |                |                                  |                 |       |
|------------------------|----------------------------|---------------------|----------------|----------------------------------|-----------------|-------|
| <b>INC000000575190</b> | Tam Le                     | Network             | Performance    | Novell eDirectory                | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575213</b> | Robert Patterson           | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575245</b> | Russell Cazier             | Application         | Password       | Utah Master Directory            | TIR Missed: No  | 0.21  |
|                        | Help Desk                  | Brenda Treadway     | Tax Commission | Low Closed                       | TTR Missed: No  | 0.21  |
| <b>INC000000575281</b> | Eric McPherson             | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575286</b> | MV Price                   | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professic   | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575318</b> | Lia Eckhardt               | Application         | Error          | Novell GroupWise                 | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Gavin Barney        | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575322</b> | Jody Fernelius             | Application         | Error          | Microsoft Windows XP Professic   | TIR Missed: No  | 0.21  |
|                        | Metro B Desktop Support    | Jay Locker          | Tax Commission | Low Closed                       | TTR Missed: No  | 0.94  |
| <b>INC000000575353</b> | Michelle Riggs             | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575363</b> | Jacoba Larsen              | Application         | Error          | None                             | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Gavin Barney        | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575475</b> | Siafolau Leiato            | Application         | Error          | Novell GroupWise                 | TIR Missed: No  | 0.87  |
|                        | Application Services       | Martin Gonzalez     | Tax Commission | Low Resolved                     | TTR Missed: Yes | 31.53 |
| <b>INC000000575504</b> | Alex Seegmiller            | Print/Copy/Scan/Fax | Incident       | Microsoft Excel                  | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575511</b> | Eric McPherson             | None                | None           | None                             | TIR Missed: No  | 0.00  |
|                        | Metro B Desktop Support    | Austin Farey        | Tax Commission | Low Closed                       | TTR Missed: No  | 4.19  |
| <b>INC000000575527</b> | Jenny Johnson              | Print/Copy/Scan/Fax | Paper Jam      | None                             | TIR Missed: No  | 0.09  |
|                        | Metro B Desktop Support    | Tyler Pearce        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.09  |
| <b>INC000000575533</b> | Colleen Conover            | Application         | Error          | None                             | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Gavin Barney        | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575543</b> | Mike Fahey                 | PC/Laptop           | Performance    | Microsoft Word                   | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Torri Randa         | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |
| <b>INC000000575553</b> | Alan Dunlap                | Application         | None           | Computerized Unemployment B      | TIR Missed: Yes | 1.37  |
|                        | Application Support - CUBS | Bret Baker          | Tax Commission | Low Closed                       | TTR Missed: No  | 1.37  |
| <b>INC000000575569</b> | Aimee Turbin               | Application         | Password       | None                             | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk          | Gavin Barney        | Tax Commission | Low Closed                       | TTR Missed: No  | 0.00  |



# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                                            |                                     |                               |                                       |        |                                    |      |
|------------------------|--------------------------------------------|-------------------------------------|-------------------------------|---------------------------------------|--------|------------------------------------|------|
| <b>INC000000575594</b> | Gaylin Ford<br>Metro B Help Desk           | Application<br>Gavin Barney         | Error<br>Tax Commission       | Google Chrome<br>Low                  | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575622</b> | Gaylin Ford<br>Metro B Help Desk           | PC/Laptop<br>Torri Randa            | Performance<br>Tax Commission | Internet Explorer<br>Low              | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575654</b> | Laurie Lefevre<br>Metro B Help Desk        | Application<br>Gavin Barney         | Error<br>Tax Commission       | Internet Explorer<br>Low              | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575659</b> | Mike Fahey<br>Metro B Help Desk            | PC/Laptop<br>Torri Randa            | Performance<br>Tax Commission | Novell GroupWise<br>Low               | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575680</b> | Adam Smith<br>Metro B Help Desk            | Application<br>Gavin Barney         | Password<br>Tax Commission    | PGP<br>Low                            | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575709</b> | Stan Allen<br>Metro B Help Desk            | Application<br>Gavin Barney         | Error<br>Tax Commission       | Novell GroupWise<br>Low               | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575717</b> | MV Ogden<br>Metro B Help Desk              | Print/Copy/Scan/Fax<br>Torri Randa  | Incident<br>Tax Commission    | Microsoft Windows XP Professio<br>Low | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575850</b> | Holly Ward<br>Metro B Help Desk            | Application<br>Gavin Barney         | Error<br>Tax Commission       | Microsoft Windows 7<br>Low            | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000575893</b> | Doug Brooks<br>Metro B Desktop Support     | None<br>Austin Farey                | None<br>Tax Commission        | None<br>Low                           | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000576023</b> | Gene Busby<br>Metro B Desktop Support      | PC/Laptop<br>Tyler Pearce           | Error<br>Tax Commission       | ZENworks for Desktops<br>Low          | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000576035</b> | Matthew Isom<br>Metro B Desktop Support    | Print/Copy/Scan/Fax<br>Austin Farey | Incident<br>Tax Commission    | None<br>Low                           | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000576141</b> | Carolyn Leeper<br>Metro B Desktop Support  | PC/Laptop<br>Stephanie Young        | Error<br>Tax Commission       | ZENworks for Desktops<br>Low          | Closed | TIR Missed: No<br>TTR Missed: No   | 0.04 |
| <b>INC000000576160</b> | Chad Hendrickson<br>Enterprise Security    | Application<br>Jed Johnson          | Error<br>Tax Commission       | Novell Messenger<br>Low               | Closed | TIR Missed: Yes<br>TTR Missed: Yes | 7.51 |
| <b>INC000000576165</b> | Jennifer Casady<br>Metro B Help Desk       | Print/Copy/Scan/Fax<br>Torri Randa  | Incident<br>Tax Commission    | None<br>Low                           | Closed | TIR Missed: No<br>TTR Missed: No   | 0.00 |
| <b>INC000000576171</b> | MV Citrix<br>Rural Central Desktop Support | PC/Laptop<br>Paul Petersen          | Hardware<br>Tax Commission    | None<br>Low                           | Closed | TIR Missed: No<br>TTR Missed: No   | 0.75 |
| <b>INC000000576224</b> | Caralyn Streed<br>Metro B Desktop Support  | Application<br>Sean Chadbourne      | Error<br>Tax Commission       | ZENworks for Desktops<br>Low          | Closed | TIR Missed: No<br>TTR Missed: No   | 0.09 |
| <b>INC000000576254</b> | Nancy Zullo<br>Metro B Desktop Support     | PC/Laptop<br>Mike Wilde             | Hardware<br>Tax Commission    | None<br>Low                           | Closed | TIR Missed: No<br>TTR Missed: No   | 0.04 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |        |                |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|--------|----------------|------|
| <b>INC000000576318</b> | Lia Eckhardt            | Telecom             | Dial Tone      | Telephone                        |        | TIR Missed: No | 0.11 |
|                        | Voice/Data/WAN Services | Greg Blessing       | Tax Commission | Low                              | Closed | TTR Missed: No | 0.32 |
| <b>INC000000576456</b> | Cindy M Clark           | PC/Laptop           | Error          | Novell GroupWise                 |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576488</b> | MV Kanab                | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio   |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576568</b> | MV Citrix               | Application         | Error          | GenTax                           |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576572</b> | Spencer Hansen          | Application         | Error          | None                             |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576685</b> | Jackie Bate             | PC/Laptop           | Performance    | ZENworks for Desktops            |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576712</b> | Colleen McDonald        | Network             | Password       | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576721</b> | Joleen Rogers           | Network             | Password       | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576754</b> | Caralyn Streed          | PC/Laptop           | Error          | Novell eDirectory                |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576780</b> | Mckenzie Monson         | Network             | Password       | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576808</b> | Jim Thompson            | Application         | Error          | GenTax                           |        | TIR Missed: No | 0.21 |
|                        | Enterprise Security     | Sharon Smith        | Tax Commission | Low                              | Closed | TTR Missed: No | 1.30 |
| <b>INC000000576837</b> | Jim Thompson            | PC/Laptop           | Error          | None                             |        | TIR Missed: No | 0.37 |
|                        | Metro B Desktop Support | Tyler Pearce        | Tax Commission | Low                              | Closed | TTR Missed: No | 0.37 |
| <b>INC000000576852</b> | Josh Randall            | Application         | Password       | GenTax                           |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576867</b> | Debra Ross              | Network             | Password       | Novell Client for 32-bit Windows |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576903</b> | Pamela Sperry           | Application         | Error          | Internet Explorer                |        | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed | TTR Missed: No | 0.00 |
| <b>INC000000576981</b> | Joanne Phillips         | Telecom             | Hardware       | Telephone                        |        | TIR Missed: No | 0.18 |
|                        | Voice/Data/WAN Services | Mark Thomas         | Tax Commission | Low                              | Closed | TTR Missed: No | 1.46 |
| <b>INC000000576990</b> | Angie Hillas            | Application         | Password       | Utah Master Directory            |        | TIR Missed: No | 0.13 |
|                        | Help Desk               | James Stearns       | Tax Commission | Low                              | Closed | TTR Missed: No | 0.13 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |          |                 |       |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------|-----------------|-------|
| <b>INC000000577006</b> | Jackie Curtis           | Print/Copy/Scan/Fax | Incident       | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577011</b> | MV Farmington           | PC/Laptop           | Hardware       | None                             |          | TIR Missed: No  | 0.17  |
|                        | Metro B Desktop Support | Austin Farey        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.42  |
| <b>INC000000577032</b> | Valerie Ashby           | Application         | Error          | Internet Explorer                |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577062</b> | Lori Geary              | PC/Laptop           | Error          | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577066</b> | MV Fillmore             | Network             | Performance    | None                             |          | TIR Missed: No  | 0.12  |
|                        | Network Operations      | Michael Ostrander   | Tax Commission | Low                              | Closed   | TTR Missed: No  | 1.37  |
| <b>INC000000577086</b> | MV Ogden                | Application         | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577106</b> | Felicia Sandoval        | PC/Laptop           | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577130</b> | Jan Duggar              | None                | None           | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577132</b> | Jim Clayton             | Application         | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.01  |
| <b>INC000000577144</b> | April Weiler            | Application         | Password       | Utah Criminal Justice Informatio |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577211</b> | Michelle Riggs          | PC/Laptop           | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.38  |
|                        | Application Services    | Tony Larsen         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.66  |
| <b>INC000000577255</b> | MV Price                | Print/Copy/Scan/Fax | Incident       | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577278</b> | Laurie Lefevre          | None                | None           | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Desktop Support | Peter Musser        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577290</b> | Lia Eckhardt            | PC/Laptop           | Hardware       | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577389</b> | Cindy M Clark           | Application         | Error          | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low                              | Resolved | TTR Missed: Yes | 20.34 |
| <b>INC000000577457</b> | Cindy M Clark           | None                | None           | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000577467</b> | Julie Alsop             | Print/Copy/Scan/Fax | None           | Microsoft Windows 7              |          | TIR Missed: No  | 0.00  |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low                              | Closed   | TTR Missed: No  |       |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                          |                |                                |                |      |
|------------------------|-------------------------|--------------------------|----------------|--------------------------------|----------------|------|
| <b>INC000000577592</b> | Kyle Boyer              | PC/Laptop                | Performance    | Novell GroupWise               | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577595</b> | Cindy M Clark           | Print/Copy/Scan/Fax      | Incident       | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577629</b> | Kimberly Jensen         | Print/Copy/Scan/Fax      | Incident       | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney             | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577637</b> | Charlie Roberts         | Print/Copy/Scan/Fax      | Incident       | Microsoft Windows 7            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney             | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577640</b> | Katie Lamb              | Print/Copy/Scan/Fax      | Incident       | Microsoft Windows 7            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney             | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577671</b> | MV Motor Carriers       | Application              | Error          | Motor Vehicle Administration   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney             | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577747</b> | Mary Morehouse          | PC/Laptop                | Error          | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577843</b> | Angie Hillas            | Application              | Password       | PGP                            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney             | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577956</b> | MV Provo                | Print/Copy/Scan/Fax      | Incident       | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney             | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577960</b> | Matthew Lund            | Telecom                  | Voice Mail     | Telephone                      | TIR Missed: No | 0.04 |
|                        | Voice Operations        | Romanza Hamblin Sorensen | Tax Commission | Low Closed                     | TTR Missed: No | 0.44 |
| <b>INC000000577965</b> | Jane Wiseman            | PC/Laptop                | Error          | Novell GroupWise               | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000577995</b> | Robert Ure              | PC/Laptop                | Error          | None                           | TIR Missed: No | 0.33 |
|                        | Metro B Desktop Support | Tyler Pearce             | Tax Commission | Low Resolved                   | TTR Missed: No | 0.33 |
| <b>INC000000578107</b> | Craig Jolley            | Network                  | Performance    | Novell GroupWise               | TIR Missed: No | 0.94 |
|                        | Application Services    | Tony Larsen              | Tax Commission | Low Resolved                   | TTR Missed: No | 1.17 |
| <b>INC000000578175</b> | Doug Brooks             | Application              | Error          | Novell GroupWise               | TIR Missed: No | 0.00 |
|                        | Metro B Desktop Support | Sean Chadbourne          | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000578275</b> | Rajanee Christiansen    | Application              | Password       | GenTax                         | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000578280</b> | Sharleen Burningham     | PC/Laptop                | Error          | Novell Messenger               | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |
| <b>INC000000578385</b> | Mike Lee                | Print/Copy/Scan/Fax      | Incident       | None                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa              | Tax Commission | Low Closed                     | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |          |                 |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------|-----------------|------|
| <b>INC000000578405</b> | Hongmin Andra           | PC/Laptop           | Error          | None                             |          | TIR Missed: No  | 0.28 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.42 |
| <b>INC000000578534</b> | MV Citrix               | Application         | Error          | Motor Vehicle Administration     |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000578537</b> | MV Milford              | Print/Copy/Scan/Fax | Paper Jam      | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000578568</b> | D'Arcy Dixon            | PC/Laptop           | Performance    | Microsoft Windows 7              |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000578614</b> | MV Citrix               | Application         | Error          | Motor Vehicle Administration     |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000579051</b> | Monte Roberts           | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579080</b> | Rupinder Singh          | Application         | Password       | GenTax                           |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579154</b> | Jeanette Coburn         | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579160</b> | Craig Jolley            | Application         | Error          | Microsoft Excel                  |          | TIR Missed: No  | 0.10 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.66 |
| <b>INC000000579171</b> | Jeffrey Ertel           | Server              | Error          | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579178</b> | Gene Busby              | Application         | Password       | State Payroll Time Entry System  |          | TIR Missed: No  | 0.00 |
|                        | Help Desk               | Eileen Dubach       | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579187</b> | Robin Nielson           | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579200</b> | Warren Webb             | Application         | Password       | Novell eDirectory                |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579218</b> | Jeanette Coburn         | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000579244</b> | Denny Lytle             | Network             | Performance    | None                             |          | TIR Missed: Yes | 1.19 |
|                        | Campus Networking       | Robert Ryan         | Tax Commission | Medium                           | Resolved | TTR Missed: No  | 1.32 |
| <b>INC000000579258</b> | William Kowalowski      | Network             | Password       | Utah Master Directory            |          | TIR Missed: Yes | 2.53 |
|                        | Enterprise Security     | Sharon Smith        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 3.16 |
| <b>INC000000579269</b> | Angie Hanson            | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |                 |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|-----------------|------|
| <b>INC000000579353</b> | Dee Talbot              | PC/Laptop           | Error          | Novell GroupWise                 | TIR Missed: No  | 0.17 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.17 |
| <b>INC000000579359</b> | Dennis Morrison         | PC/Laptop           | Hardware       | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579367</b> | Jeanette Coburn         | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579492</b> | MV Citrix               | Network             | Incident       | None                             | TIR Missed: Yes | 2.24 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low Resolved                     | TTR Missed: No  | 2.24 |
| <b>INC000000579496</b> | Scott Mann              | Mobile Devices      | Error          | Ipads                            | TIR Missed: No  | 0.08 |
|                        | Metro B Desktop Support | Anthony Booyse      | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.40 |
| <b>INC000000579498</b> | Robert Patterson        | Application         | Error          | PGP                              | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579541</b> | MV Ogden                | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio   | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579554</b> | Gay Green               | PC/Laptop           | Hardware       | None                             | TIR Missed: No  | 0.14 |
|                        | Metro B Desktop Support | Mike Wilde          | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.70 |
| <b>INC000000579792</b> | Lonnie Holt             | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579802</b> | Gaylin Ford             | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579807</b> | Shandra Winters         | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579855</b> | Brent Barney            | PC/Laptop           | Error          | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579915</b> | Eric White              | Network             | Password       | Utah Master Directory            | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579921</b> | Mark Fluckiger          | Application         | Password       | GenTax                           | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579932</b> | Marcus Prawitt          | PC/Laptop           | Performance    | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000579959</b> | MV Price                | Network             | Error          | None                             | TIR Missed: No  | 0.04 |
|                        | Network Operations      | Brian Chatwin       | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.04 |
| <b>INC000000579998</b> | MV Vernal               | Application         | Error          | Active Directory                 | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No  | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |                |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------------|------|
| <b>INC000000580016</b> | Said Hernandez          | PC/Laptop           | Performance    | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580231</b> | Irene Aleman            | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580236</b> | Amanda Norton           | Application         | Error          | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580237</b> | Sheri Burgess           | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580238</b> | Josh Randall            | Application         | Password       | GenTax                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580239</b> | MV Special Services     | Print/Copy/Scan/Fax | Incident       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580312</b> | Sheri Burgess           | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.06 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Medium Resolved                  | TTR Missed: No | 0.06 |
| <b>INC000000580396</b> | MV Tooele               | Print/Copy/Scan/Fax | Incident       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580441</b> | Stephen Anderson        | Print/Copy/Scan/Fax | Paper Jam      | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Desktop Support | Tyler Pearce        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580525</b> | Kyle Boyer              | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Desktop Support | Jay Locker          | Tax Commission | Low Resolved                     | TTR Missed: No | 5.73 |
| <b>INC000000580535</b> | Ruth Ann Jefferies      | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580546</b> | Sherri Wood             | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580574</b> | Shannon Wright          | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580607</b> | Nery Coleman            | PC/Laptop           | Error          | Novell Messenger                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580619</b> | Stacey Asbury           | PC/Laptop           | Error          | Adobe Reader                     | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580624</b> | MV South Valley         | PC/Laptop           | Error          | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000580676</b> | Kimm Lacy               | Application         | Password       | Microsoft Windows XP Professio   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                                          |                                     |                               |                                       |          |                                  |      |
|------------------------|------------------------------------------|-------------------------------------|-------------------------------|---------------------------------------|----------|----------------------------------|------|
| <b>INC000000580702</b> | Susan Waters<br>Metro B Desktop Support  | PC/Laptop<br>Austin Farey           | Error<br>Tax Commission       | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580735</b> | Joseph Caldiero<br>Metro B Help Desk     | Application<br>Gavin Barney         | Error<br>Tax Commission       | Microsoft Word<br>Low                 | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580778</b> | Brent Barney<br>Metro B Help Desk        | PC/Laptop<br>Torri Randa            | Hardware<br>Tax Commission    | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580785</b> | Stephen Anderson<br>Metro B Help Desk    | Application<br>Gavin Barney         | Error<br>Tax Commission       | Internet Explorer<br>Low              | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580800</b> | Christine Robinson<br>Metro B Help Desk  | Print/Copy/Scan/Fax<br>Torri Randa  | Incident<br>Tax Commission    | Microsoft Windows 7<br>Low            | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580801</b> | Alicia Stinson<br>Metro B Help Desk      | Application<br>Gavin Barney         | Password<br>Tax Commission    | GenTax<br>Low                         | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580852</b> | Stacey Hammond<br>Metro B Help Desk      | Application<br>Gavin Barney         | Error<br>Tax Commission       | Internet Explorer<br>Low              | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580859</b> | Ryan Peterson<br>Metro B Desktop Support | Print/Copy/Scan/Fax<br>Jay Locker   | Paper Jam<br>Tax Commission   | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.08 |
| <b>INC000000580903</b> | Tom Arnold<br>Metro B Help Desk          | PC/Laptop<br>Torri Randa            | Performance<br>Tax Commission | Novell GroupWise<br>Low               | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580910</b> | Julie Salisbury<br>Metro B Help Desk     | Application<br>Gavin Barney         | Error<br>Tax Commission       | Microsoft Windows XP Professio<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580950</b> | Jim Thompson<br>Metro B Help Desk        | PC/Laptop<br>Gavin Barney           | Hardware<br>Tax Commission    | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580993</b> | Emily Butler<br>Metro B Help Desk        | PC/Laptop<br>Torri Randa            | Performance<br>Tax Commission | Symantec AntiVirus<br>Low             | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000580997</b> | Barry Conover<br>Metro B Hosting         | Network<br>Greg Taylor              | Performance<br>Tax Commission | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.30 |
| <b>INC000000581001</b> | Aman Kudiya<br>Metro B Desktop Support   | PC/Laptop<br>Tyler Pearce           | Hardware<br>Tax Commission    | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.49 |
| <b>INC000000581020</b> | MV South Valley<br>Metro B Help Desk     | Print/Copy/Scan/Fax<br>Gavin Barney | Incident<br>Tax Commission    | None<br>Low                           | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000581088</b> | Alan Dunlap<br>Metro B Help Desk         | Application<br>Gavin Barney         | Error<br>Tax Commission       | Symantec AntiVirus<br>Low             | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |
| <b>INC000000581095</b> | Cynthia Williams<br>Metro B Help Desk    | Application<br>Gavin Barney         | Error<br>Tax Commission       | Adobe Reader<br>Low                   | Resolved | TIR Missed: No<br>TTR Missed: No | 0.00 |



# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                    |                     |                |                                  |                |      |
|------------------------|--------------------|---------------------|----------------|----------------------------------|----------------|------|
| <b>INC000000581179</b> | MV Ogden           | PC/Laptop           | Performance    | Microsoft Windows XP Professic   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581183</b> | Sandy Crane        | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581200</b> | Joanne Phillips    | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581226</b> | Nery Coleman       | Network             | Performance    | Novell eDirectory                | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581317</b> | Meckin Bless       | Application         | Error          | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581331</b> | Sandra Herbert     | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581365</b> | Kyle Boyer         | Application         | Error          | Microsoft Windows 7              | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581371</b> | Karen Lingard      | Application         | Error          | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581380</b> | Mia Detton         | Application         | Error          | ZENworks for Desktops            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581694</b> | Meckin Bless       | Application         | Error          | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581701</b> | Halalose Wolfgramm | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581726</b> | Susan Waters       | Print/Copy/Scan/Fax | Queue          | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581739</b> | MV Provo           | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581818</b> | Tiffany Harms      | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581819</b> | Charlie Roberts    | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581820</b> | Doral Vance        | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000581821</b> | John Manning       | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk  | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                 |                                  |          |                |      |
|------------------------|-------------------------|---------------------|-----------------|----------------------------------|----------|----------------|------|
| <b>INC000000581822</b> | Katie Lamb              | None                | None            | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000581853</b> | Sonya Pullan            | Application         | Password        | GenTax                           |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000581859</b> | Joseph Caldiero         | Telecom             | Call Management | Telephone                        |          | TIR Missed: No | 0.06 |
|                        | Voice Operations        | Gail Christiansen   | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.06 |
| <b>INC000000581979</b> | Charlie Roberts         | Network             | Password        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000581997</b> | Kristine Beckstrom      | Print/Copy/Scan/Fax | Incident        | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582004</b> | Katie Lamb              | PC/Laptop           | Performance     | None                             |          | TIR Missed: No | 0.05 |
|                        | Metro B Desktop Support | Anthony Booyse      | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.71 |
| <b>INC000000582042</b> | June Washington         | Application         | Error           | Internet Explorer                |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582044</b> | MV St George            | PC/Laptop           | Error           | Motor Vehicle Administration     |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582049</b> | Lynda Wood              | Application         | Error           | Novell GroupWise                 |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582053</b> | Katie Lamb              | Application         | Error           | None                             |          | TIR Missed: No | 0.02 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.88 |
| <b>INC000000582085</b> | Stacey Hammond          | Application         | Error           | Novell GroupWise                 |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582105</b> | Chrysanne Newman        | PC/Laptop           | Performance     | Microsoft Office                 |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582315</b> | Jodi Miller             | Network             | Password        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582319</b> | Kim Flugga              | Network             | Password        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582320</b> | Alex Seegmiller         | Network             | Password        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582335</b> | Shellie Haymond         | Network             | Password        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000582348</b> | Dianna Wright           | Network             | Password        | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low                              | Resolved | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                 |                                  |                 |      |
|------------------------|-------------------------|---------------------|-----------------|----------------------------------|-----------------|------|
| <b>INC000000582365</b> | Doug Smith              | PC/Laptop           | Error           | Microsoft Windows 7              | TIR Missed: No  | 0.19 |
|                        | Metro B Desktop Support | Mike Wilde          | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.75 |
| <b>INC000000582373</b> | Eric Cropper            | Network             | Password        | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582392</b> | Jared Ottesen           | PC/Laptop           | Error           | ZENworks for Desktops            | TIR Missed: No  | 0.09 |
|                        | Metro B Desktop Support | Austin Farey        | Tax Commission  | Low Resolved                     | TTR Missed: Yes | 6.73 |
| <b>INC000000582408</b> | Nery Coleman            | Application         | Password        | GenTax                           | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582409</b> | Carrie Barker           | PC/Laptop           | Performance     | Novell eDirectory                | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582468</b> | Christa Johnson         | Mobile Devices      | Error           | None                             | TIR Missed: No  | 0.13 |
|                        | Metro B Desktop Support | Anthony Booyse      | Tax Commission  | Low Resolved                     | TTR Missed: No  | 1.28 |
| <b>INC000000582477</b> | MV Salt Lake City       | PC/Laptop           | Error           | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582491</b> | Cindy Morrison          | Application         | Error           | GenTax                           | TIR Missed: No  | 0.26 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.46 |
| <b>INC000000582497</b> | Joleen Rogers           | Telecom             | Voice Mail      | Telephone                        | TIR Missed: No  | 0.21 |
|                        | Voice Operations        | Gail Christiansen   | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.21 |
| <b>INC000000582556</b> | Shannon Wright          | Network             | Password        | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582557</b> | Paul Bredthauer         | Storage             | Virtual Machine | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582613</b> | MV Farmington           | PC/Laptop           | Password        | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582618</b> | Travis Harvey           | PC/Laptop           | Error           | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582677</b> | MV Moab                 | PC/Laptop           | Hardware        | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582683</b> | Russell Cazier          | PC/Laptop           | Error           | Novell GroupWise                 | TIR Missed: No  | 0.15 |
|                        | Application Services    | Martin Gonzalez     | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.31 |
| <b>INC000000582685</b> | June Hesleph            | Print/Copy/Scan/Fax | Incident        | None                             | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000582692</b> | Kyle Boyer              | PC/Laptop           | Performance     | ZENworks for Desktops            | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission  | Low Resolved                     | TTR Missed: No  | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                 |                        |                                  |                |      |
|------------------------|-------------------------|-----------------|------------------------|----------------------------------|----------------|------|
| <b>INC000000582694</b> | James Teton             | PC/Laptop       | Performance            | ZENworks for Desktops            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000582723</b> | Scott Mann              | PC/Laptop       | Performance            | iPhone                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000582742</b> | June Hesleph            | PC/Laptop       | Performance            | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000582756</b> | Kitone Touhuni          | Telecom         | Hardware               | Telephone                        | TIR Missed: No | 0.02 |
|                        | Voice/Data/WAN Services | Mitch Hood      | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.13 |
| <b>INC000000582759</b> | Cindy Leal              | PC/Laptop       | Password               | None                             | TIR Missed: No | 0.33 |
|                        | Enterprise Security     | Sharon Smith    | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.38 |
| <b>INC000000582843</b> | Kitone Touhuni          | PC/Laptop       | Error                  | None                             | TIR Missed: No | 0.23 |
|                        | Metro B Desktop Support | Stephanie Young | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.56 |
| <b>INC000000582900</b> | MV Salt Lake City       | PC/Laptop       | Error                  | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000582902</b> | Clinton Jensen          | Telecom         | CrossTalk/Noise/Static | Telephone                        | TIR Missed: No | 0.83 |
|                        | Voice/Data/WAN Services | Greg Blessing   | Tax Commission         | Low Resolved                     | TTR Missed: No | 1.77 |
| <b>INC000000582942</b> | Jane Phan               | PC/Laptop       | Error                  | Microsoft Windows 7              | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583050</b> | Lupe Holliday           | Application     | Password               | GenTax                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583068</b> | Tam Le                  | PC/Laptop       | Password               | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583077</b> | Fariba Labib            | PC/Laptop       | Error                  | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583116</b> | David Bushman           | PC/Laptop       | Password               | PGP                              | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583156</b> | Alisha Jerauld          | PC/Laptop       | Error                  | ZENworks for Desktops            | TIR Missed: No | 0.11 |
|                        | Metro B Desktop Support | Mike Wilde      | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.68 |
| <b>INC000000583187</b> | Tam Le                  | Network         | Password               | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583207</b> | Angelina Carr           | None            | None                   | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583214</b> | Janet S Taylor          | Application     | Password               | GenTax                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa     | Tax Commission         | Low Resolved                     | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |          |                 |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------|-----------------|------|
| <b>INC000000583239</b> | Devin Scott             | PC/Laptop           | Hardware       | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583242</b> | Kyle Boyer              | PC/Laptop           | Error          | Microsoft Excel                  |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583300</b> | Eric McPherson          | PC/Laptop           | Error          | Novell GroupWise                 |          | TIR Missed: Yes | 2.29 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: Yes | 7.07 |
| <b>INC000000583380</b> | Sandra Herbert          | Print/Copy/Scan/Fax | Incident       | None                             |          | TIR Missed: No  | 0.17 |
|                        | Metro B Desktop Support | Bill Crowther       | Tax Commission | Low                              | Resolved | TTR Missed: No  | 3.60 |
| <b>INC000000583387</b> | Lance Lamb              | PC/Laptop           | Error          | GenTax                           |          | TIR Missed: No  | 0.16 |
|                        | Metro B Desktop Support | Jay Locker          | Tax Commission | Low                              | Resolved | TTR Missed: Yes | 7.94 |
| <b>INC000000583422</b> | Mary Ann Burtch         | PC/Laptop           | Error          | None                             |          | TIR Missed: No  | 0.22 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low                              | Resolved | TTR Missed: No  | 1.51 |
| <b>INC000000583450</b> | Taylor Killpack         | Print/Copy/Scan/Fax | Incident       | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583516</b> | Ryan Jensen             | Network             | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583517</b> | Kim Jones               | None                | None           | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583559</b> | Ashley LaMarca          | Network             | Performance    | Novell eDirectory                |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583629</b> | Daniel Rich             | PC/Laptop           | Error          | None                             |          | TIR Missed: No  | 0.17 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.20 |
| <b>INC000000583640</b> | Melanie Palmer          | None                | None           | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583676</b> | Eric White              | PC/Laptop           | Password       | None                             |          | TIR Missed: No  | 0.08 |
|                        | Metro B Desktop Support | Anthony Booyse      | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.29 |
| <b>INC000000583713</b> | Karen Moody             | Application         | Error          | Novell GroupWise                 |          | TIR Missed: No  | 0.76 |
|                        | Application Services    | Martin Gonzalez     | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.80 |
| <b>INC000000583719</b> | Julia Warga             | PC/Laptop           | Error          | GenTax                           |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000583859</b> | Irene Aleman            | Print/Copy/Scan/Fax | Incident       | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.53 |
| <b>INC000000583865</b> | Craig Jolley            | None                | None           | None                             |          | TIR Missed: No  | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                              | Resolved | TTR Missed: No  | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |                |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------------|------|
| <b>INC000000583868</b> | Pat Sorensen            | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583886</b> | Jane Wiseman            | PC/Laptop           | Performance    | Symantec AntiVirus               | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.80 |
| <b>INC000000583900</b> | Randall Gardner         | PC/Laptop           | Performance    | ZENworks for Desktops            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583921</b> | Mikol Christensen       | PC/Laptop           | Error          | Microsoft Windows XP Professio   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583925</b> | Marc Johnson            | PC/Laptop           | Error          | Microsoft Windows XP Professio   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000583967</b> | MV South Valley         | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.04 |
|                        | Metro C Desktop Support | Ken Knobel          | Tax Commission | Low Resolved                     | TTR Missed: No | 0.04 |
| <b>INC000000583970</b> | Gil Baker               | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584034</b> | Sherri Wood             | PC/Laptop           | Performance    | None                             | TIR Missed: No | 0.67 |
|                        | Enterprise Security     | Sharon Smith        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.72 |
| <b>INC000000584035</b> | Cindy M Clark           | PC/Laptop           | Error          | Internet Explorer                | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584143</b> | Nancy Telford           | PC/Laptop           | Performance    | ZENworks for Desktops            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584145</b> | Nancy Telford           | PC/Laptop           | Error          | ZENworks for Desktops            | TIR Missed: No | 0.08 |
|                        | Metro B Desktop Support | Bill Crowther       | Tax Commission | Low Resolved                     | TTR Missed: No | 0.10 |
| <b>INC000000584146</b> | MV Price                | Print/Copy/Scan/Fax | Incident       | Microsoft Windows XP Professio   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584193</b> | Debra Ross              | PC/Laptop           | Performance    | Microsoft Windows XP Professio   | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584204</b> | MV Moab                 | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584207</b> | D'Arcy Dixon            | PC/Laptop           | Error          | iPhone                           | TIR Missed: No | 0.09 |
|                        | Application Services    | Danielle Hood       | Tax Commission | Low Resolved                     | TTR Missed: No | 1.61 |
| <b>INC000000584227</b> | Donald Conger           | PC/Laptop           | Performance    | Internet Explorer                | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584231</b> | Donald Conger           | PC/Laptop           | Performance    | ZENworks for Desktops            | TIR Missed: No | 0.04 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low Resolved                     | TTR Missed: No | 0.29 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                                  |                |      |
|------------------------|-------------------------|---------------------|----------------|----------------------------------|----------------|------|
| <b>INC000000584285</b> | Jeanette Sever          | PC/Laptop           | Error          | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584323</b> | Dianna Wright           | PC/Laptop           | Error          | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584340</b> | Roger Barth             | Print/Copy/Scan/Fax | Incident       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584345</b> | Ann Dillenbeck          | PC/Laptop           | Error          | Gmail                            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584366</b> | Holly Ward              | PC/Laptop           | Performance    | Microsoft Windows XP Professio   | TIR Missed: No | 0.02 |
|                        | Metro B Desktop Support | Sean Chadbourne     | Tax Commission | Low Resolved                     | TTR Missed: No | 0.06 |
| <b>INC000000584375</b> | Mary Ann Burtch         | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.08 |
|                        | Metro B Desktop Support | Bill Crowther       | Tax Commission | Low Resolved                     | TTR Missed: No | 0.24 |
| <b>INC000000584398</b> | MV Ogden                | Application         | Password       | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584400</b> | Lee Stephens            | Mobile Devices      | Error          | Droid                            | TIR Missed: No | 0.23 |
|                        | Application Services    | Dustin Crump        | Tax Commission | Medium Resolved                  | TTR Missed: No | 0.23 |
| <b>INC000000584533</b> | Aman Kudiya             | Network             | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584535</b> | Aman Kudiya             | PC/Laptop           | Error          | ZENworks for Desktops            | TIR Missed: No | 0.00 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584598</b> | MV Delta                | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584606</b> | Michelle Riggs          | None                | None           | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584616</b> | Joey Luke               | Application         | Password       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584693</b> | Pamela Pendleton        | PC/Laptop           | Error          | ZENworks for Desktops            | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584697</b> | Julio Aranda            | PC/Laptop           | Hardware       | None                             | TIR Missed: No | 0.00 |
|                        | Metro B Desktop Support | Tyler Pearce        | Tax Commission | Low Resolved                     | TTR Missed: No | 5.27 |
| <b>INC000000584702</b> | Brandon Cowdell         | Application         | Password       | GenTax                           | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000584721</b> | Dwight Rimmasch         | Application         | Error          | Novell GroupWise                 | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low Resolved                     | TTR Missed: No | 0.00 |

# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                               |                          |                |                                  |          |                |      |
|------------------------|-------------------------------|--------------------------|----------------|----------------------------------|----------|----------------|------|
| <b>INC000000584740</b> | Miria Dingess                 | PC/Laptop                | Error          | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Torri Randa              | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584796</b> | Adam Timmins                  | Application              | Error          | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584824</b> | Julio Aranda                  | Telecom                  | Voice Mail     | Telephone                        |          | TIR Missed: No | 0.34 |
|                        | Voice Operations              | Romanza Hamblin Sorensen | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.91 |
| <b>INC000000584834</b> | MV Salt Lake City             | Print/Copy/Scan/Fax      | Incident       | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584838</b> | MV Salt Lake City             | PC/Laptop                | Error          | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Torri Randa              | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584845</b> | Allen Maxson                  | Application              | Password       | GenTax                           |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584858</b> | Randy Farnsworth              | PC/Laptop                | Hardware       | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584921</b> | MV Salt Lake City             | PC/Laptop                | Hardware       | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Torri Randa              | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584959</b> | Arthur Brownell               | PC/Laptop                | Performance    | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Torri Randa              | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000584968</b> | Karen Moody                   | Telecom                  | Hardware       | Telephone                        |          | TIR Missed: No | 0.12 |
|                        | Voice/Data/WAN Services       | T Artis                  | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.26 |
| <b>INC000000585010</b> | Doug D Green                  | Network                  | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585064</b> | June Hesleph                  | Print/Copy/Scan/Fax      | Incident       | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585097</b> | Sharon Smith                  | None                     | None           | None                             |          | TIR Missed: No | 0.00 |
|                        | Operations Production Control | Christie Burnham         | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585184</b> | Robert Farnes                 | Network                  | Password       | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Torri Randa              | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585208</b> | Robert Farnes                 | PC/Laptop                | Error          | ZENworks for Desktops            |          | TIR Missed: No | 0.43 |
|                        | Metro B Desktop Support       | Stephanie Young          | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.43 |
| <b>INC000000585220</b> | June Hesleph                  | PC/Laptop                | Error          | Microsoft Excel                  |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Torri Randa              | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585245</b> | June Hesleph                  | Application              | Error          | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk             | Gavin Barney             | Tax Commission | Low                              | Resolved | TTR Missed: No | 0.00 |



# Enterprise Incident Report September 2012

As of 10/1/2012

## Tax Commission

|                        |                         |                     |                |                              |          |                |      |
|------------------------|-------------------------|---------------------|----------------|------------------------------|----------|----------------|------|
| <b>INC000000585312</b> | MV Logan                | Print/Copy/Scan/Fax | Incident       | None                         |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585318</b> | Debra Frazier           | Print/Copy/Scan/Fax | Incident       | None                         |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585329</b> | Scott Stevens           | PC/Laptop           | Error          | None                         |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585342</b> | Valerie Newson          | PC/Laptop           | Error          | ZENworks for Desktops        |          | TIR Missed: No | 0.07 |
|                        | Metro B Desktop Support | Stephanie Young     | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.07 |
| <b>INC000000585376</b> | Katie Lamb              | Print/Copy/Scan/Fax | Incident       | None                         |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585398</b> | Christa Johnson         | Application         | Error          | Microsoft Windows 7          |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585451</b> | Kyle Boyer              | Application         | Error          | Novell GroupWise             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585476</b> | DJ Kruger               | PC/Laptop           | Performance    | Internet Explorer            |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Torri Randa         | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000585486</b> | MV Citrix               | Application         | Error          | Motor Vehicle Administration |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Gavin Barney        | Tax Commission | Low                          | Resolved | TTR Missed: No | 0.00 |